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SEP 17 2001
PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Amy Marie Hepler
(Your Full Name)

COMPLAINANT

VS.

Louisville Gas & Electric
(Name of Utility)

DEFENDANT

2001-294

COMPLAINT

The complaint of Amy Marie Hepler respectfully shows:
(Your Full Name)

(a) Amy Marie Hepler
(Your Full Name)

911 East Chestnut Street Louisville, KY 40204
(Your Address)

(b) Louisville Gas & Electric
(Name of Utility)

P.O. Box 35590, Louisville, KY 40232
(Address of Utility)

(c) That: Louisville Gas & Electric has overcharged
(Describe here, attaching additional sheets if necessary.)

me and made many errors in their billing
the specific act, fully and clearly, or facts that are the reason

as explained on the sheets attached and this is proven
by the series of bills I have collected
along with a photograph of the meter in question

Continued on Next Page

Formal Complaint

Amy Marie Hepler vs. Louisville Gas & Electric

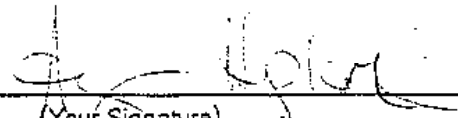
Page 2 of 2

Wherefore, complainant asks that LG&E remove
(Specifically state the relief desired.)

the disputed gas charges of \$850.69
from my account.

Dated at Louisville, Kentucky, this 12 day
(Your City)

of September ~~12~~ 2001
(Month)


(Your Signature)

(Name and address of attorney, if any)

(All bills attached are for the same meter, #442117 but service has been transferred to different accounts: myself, Amy Hepler; my former landlord, Tom Nolan; new tenant, Randall Edwards.)

I received a final bill postmarked April 20, 2001 for the address 910 East Chestnut Street, Louisville KY 40204. (See bill attached and envelope) I had taken service out of my name at that address on April 2, 2001. The total final amount due was \$89.55 and the gas meter reading for 4/02/01 showed an actual reading of 9748 ccf. That was up 94 ccf from the previous reading on 3/12/01, which read 9654.

On July 31, 2001 I received a bill postmarked July 30, 2001 for a 'corrected' amount of gas usage. (See bill and envelope attached.) This new usage reflected 1000 more ccf than the original reading OR \$850.69 more than my original bill. This corrected gas reading showed that on 4/02/01 the reading was actually 0748 ccf (the meter had flipped and I was told that meant 10,748 ccf). I wondered how that was possible that they could get two different readings off by a thousand cubic feet on the same day? I called and asked how they arrived at this new reading and was told that the new reading took place on April 12, 2001 and they predated the new reading to appear as if it coincided with my last day of service. I told them that that didn't make sense because my original bill was postmarked for April 20, 2001. Why wouldn't the corrected reading be included in that bill if they read it on April 12? They had no answer for me but welcomed me to come down and talk to a supervisor at the Broadway office. I did and was refused on two occasions once I got to the teller's desk.

Because I took service out of my name on April 2, 2001 I went to my former landlord, Tom Nolan, and asked about his bill for the period the property went back in his name. He gave me a photocopy (see attached). His bill clearly states that on April 25, 2001 LG & E got a gas meter reading of 9765. That is less than my new corrected reading of 0748. How is that possible that 13 days after my corrected reading was done they got a reading that was LESS than mine predated for April 2, 2001 but actually done on April 12, 2001? After waiting for someone to contact me at LG & E with no success I contacted the PSC. LG & E tells my contact Matt Rhodey that they got the new reading on April 25, 2001 and my informal complaint period ended. I was not satisfied with that answer because my landlord's bill says LG & E got a reading of 9765 ccf of gas on April 25, 2001 -- it does not say they got a reading of 0748 on that day.

I then go to the new tenant, Randall Edwards, and ask them if I can read their meter and he gives me his last bill (see attached). It was for an actual reading that took place on 7/11/01 and the reading reflects 0 (or as I was told '10,000' OR '0000' -- because the meter had flipped). I spoke with Earl Hedgespeth at LG & E on the phone and asked him how they got two readings after my service ended at that address that were LESS than my corrected reading that took place on April 12, 2001 but was dated April 2, 2001. Earl tells me they misread my original reading, Tom Nolan's reading AND Randall Edward's reading by 1000 ccf of gas too little and all bills would be corrected.

Now this means, that on April 25, 2001, Tom Nolan's reading will say 0765 ccf, and on July 11, 2001, Randall Edward's reading will reflect a gas reading of 1000 ccf. And if that is so, how come I took a picture of the meter in question on August 9, 2001 and it read 0828. (See photocopies attached, I have originals and will send some) That is 172 ccf LESS than the corrected reading for Randall Edwards bill on July 11, 2001, almost a full month earlier.

My complaint is that if LG & E cannot answer these questions and give me some definitive and conclusive answer as to how this new bill came to be, when my new reading was actually taken or when the meter started to be misread, I cannot give them the \$850.69 in question. Their story is that they took the new reading on April 25, 2001, that is what they told my contact, Matt Rhodey of the PSC. I have a bill from Tom Nolan that says they did NOT get that reading that day--they got a reading of 9765 ccf, NOT 0748 ccf. Furthermore, any reading they arrived at three months after I stopped service in my name at that address cannot necessarily be assigned to me. Perhaps there was a gas leak in that time since I left? They have admitted to making many errors in determining these readings and bills. Earl Hedgespeth told me that different people read meters differently, some left to right, some right to left. Therefore there is no uniform standard by which these reading are determined. For all I know, this meter had been read differently or incorrectly for years. I lived at that address 1 year and 11 months. I do not believe I should be held responsible for so many errors on LG & E's part.

Thank You.

Amy Hepler

2/2/20

REPORTED
HOT CLASS

444 3001
 Requested
 7060427
 U.S. POSTAGE

14.3

Bill Groves

RESERVED
FIRST CLASS

00253
 7606427
 U.S. POSTAGE
 Requested
 MAY 2 1963
 LOUISVILLE
 KY

1309000

[illegible]



Customer Service: (502) 589-1444
Mon-Fri 8AM-5PM
www.lgeenergy.com

original bill

| DATE DUE | AMOUNT DUE |
|----------|------------|
| 05/10/01 | \$89.55 |

Help us serve you better. Review your home phone number on the payment stub. If incorrect, please indicate the correct number beside the current number.

| Averages for Billing Period | This Year | Last Year |
|-----------------------------|-----------|-----------|
| Average Temperature | 64° | 54° |
| Number of Days Billed | 21 | 29 |
| Gas/ccf per Day | 4.4 | 0.0 |

| ACCOUNT INFORMATION | |
|---------------------|--------------------|
| Account Number: | 6000-7626-8200-2 0 |
| Account Name: | AMY M HEPLER |
| Service Address: | 910 E CHESTNUT ST |
| Next Read Date: | 05/10/01 |

| BILLING SUMMARY | |
|-----------------------------|----------------|
| Previous Balance | 0.00 |
| Payments as of 04/24 | 0.00 |
| Balance as of 04/24 | 0.00 |
| Electric Charges | 2.35 |
| Gas Charges | 87.20 |
| Utility Charges as of 04/24 | 89.55 |
| Total Amount Due | \$89.55 |

| ELECTRIC CHARGES | | | |
|---|---------------|---------------------------|-------|
| Rate Type: ELECTRIC RESIDENTIAL | | Meter Reading Information | |
| Customer Charge | 2.35 | Meter # 569835 | |
| Other Charges For Above Rates | | Actual Reading on 04/02 | 38427 |
| Environmental Surcharge (0.760% x \$2.38) | 0.02 | Previous Reading on 03/12 | 38427 |
| Merger Surcredit (2.157% CR x \$2.40) | (0.05) | Current kwh Usage | 0 |
| | | Meter Multiplier | 1 |
| | | Metered kwh Usage | 0 |
| Total Electric Charges | \$2.35 | | |

Please see reverse side for additional charges.

Please bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

| Account Number | Payment Due Date | Amount Due By Due Date | Amount Due After Due Date | Winter Help Donation | Amount Enclosed |
|--------------------|------------------|------------------------|---------------------------|----------------------|-----------------|
| 6000-7626-8200-2 0 | 05/10/01 | \$89.55 | \$89.55 | \$ | \$ |

Home Phone # (502) 636-3283

☐ Check here if plan(s) requested on back of stub.

OFFICE USE ONLY: 81
C07, R0025, G999999



P.O. Box 35590
Louisville, KY 40232-5590

#BWNGGLS
#6000762682002 0 4#

AMY M HEPLER
00917 E CHESTNUT ST
LOUISVILLE, KY 40264-1016



Service Address: 910 E CHESTNUT ST

0160007626820020000000008955000000089550000000000001



Customer Service: (502) 589-1444
Mon-Fri 8AM-5PM
www.igeenergy.com

corrected bill p.1

| DATE DUE | AMOUNT DUE |
|----------|------------|
| 08/13/01 | \$850.69 |

Help us serve you better. Review your home phone number on the payment stub. If incorrect, please indicate the correct number beside the current number.

| Averages for Billing Period | This Year | Last Year |
|-----------------------------|-----------|-----------|
| Average Temperature | 42° | 51° |
| Number of Days Billed | 29 | 29 |
| Gas/ccf per Day | 37.7 | 4.1 |

| ACCOUNT INFORMATION | |
|---------------------|--------------------|
| Account Number: | 6000-7626-8200-2 0 |
| Account Name: | AMY M HEPLER |
| Service Address: | 910 E CHESTNUT ST |
| Next Read Date: | 08/09/01 |

| BILLING SUMMARY | |
|-----------------------------|----------|
| Previous Balance | 0.00 |
| Payments as of 07/26 | 0.00 |
| Transferred Balance | (89.55) |
| Balance as of 07/26 | (89.55) |
| Electric Charges | 2.35 |
| Gas Charges | 937.89 |
| Utility Charges as of 07/20 | 940.24 |
| Total Amount Due | \$850.69 |

| ELECTRIC CHARGES | | | |
|---|--------|---------------------------|-------|
| Rate Type: ELECTRIC RESIDENTIAL | | Meter Reading Information | |
| Customer Charge | 2.38 | Meter # 569835 | |
| Other Charges For Above Rates | | Actual Reading on 04/02 | 38427 |
| Environmental Surcharge (0.750% x \$2.38) | 0.02 | Previous Reading on 03/12 | 38427 |
| Merger Surcredit (2.157% CR x \$2.40) | (0.05) | Current kwh Usage | 0 |
| Total Electric Charges | \$2.35 | Meter Multiplier | 1 |
| | | Metered kwh Usage | 0 |

CORRECTED BILL

Please see reverse side for additional charges.

Please bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

| Account Number | Payment Due Date | Amount Due By Due Date | Amount Due After Due Date | Winter Help Donation | Amount Enclosed |
|--------------------|------------------|------------------------|---------------------------|----------------------|-----------------|
| 6000-7626-8200-2 0 | 08/13/01 | \$850.69 | \$850.69 | \$ | \$ |

Home Phone # (502) 636-3283

☐ Check here if plan(s) requested on back of stub.

OFFICE USE ONLY: 20
C07, R0025, G999999



PO BOX 35590
LOUISVILLE, KY 40232-5590

CORRECTED BILL

#BWNGGLS
#6000762682002 0 4#

AMY M HEPLER
00917 E CHESTNUT ST
LOUISVILLE, KY 40204-1018



Service Address: 910 E CHESTNUT ST

01600076268200200000000850690000008506900000000000018

landlord's bill



Customer Service: (502) 589-1444
Mon-Fri 8AM-5PM
www.lgeenergy.com

| DATE DUE | AMOUNT DUE |
|----------|------------|
| 05/21/01 | \$66.34 |

Help us serve you better. Review your home phone number on the payment stub. If incorrect, please indicate the correct number beside the current number.

| ACCOUNT INFORMATION | |
|---------------------|--------------------|
| Account Number: | 4000-8778-4900-1 7 |
| Account Name: | TOM NOI AN (N) |
| Service Address: | 910 E CHESTNUT ST |
| Next Read Date: | 05/10/01 |

| Averages for Billing Period | This Year | Last Year |
|-----------------------------|-----------|-----------|
| Average Temperature | 61° | 56° |
| Number of Days Billed | 23 | 32 |
| Electric/kwh per Day | 43.9 | 0.0 |
| Gas/cof per Day | 0.7 | 0.0 |

| BILLING SUMMARY | |
|-----------------------------|---------|
| Previous Balance | 0.00 |
| Payments as of 05/03 | 0.00 |
| Balance as of 05/03 | 0.00 |
| Electric Charges | 47.84 |
| Gas Charges | 18.50 |
| Utility Charges as of 05/03 | 66.34 |
| Total Amount Due | \$66.34 |

| ELECTRIC CHARGES | | |
|---|---------|---------------------------|
| Rate Type: ELECTRIC RESIDENTIAL | | |
| Customer Charge | 2.52 | Meter Reading Information |
| Energy Charge | 46.92 | |
| Other Charges For Above Rates | | Meter # 569835 |
| Electric Fuel Adjustment (\$0.0091 CR x 1011 kwh) | (0.92) | Actual Reading on 04/25 |
| Electric Residential DSM (\$0.0006 x 1011 kwh) | 0.06 | 39438 |
| Environmental Surcharge (0.750% x \$48.58) | 0.36 | Previous Reading on 04/02 |
| Merger Surcredit (2.157% CR x \$48.94) | (1.06) | 38427 |
| Earnings Sharing Adjustment(0.082% CRx \$47.88) | (0.04) | Current kwh Usage |
| Total Electric Charges | \$47.84 | 1011 |
| | | Meter Multiplier |
| | | 1 |
| | | Metered kwh Usage |
| | | 1011 |

\$ 342.98
CR 44300

Please see reverse side for additional charges.

Please bring entire bill when paying in person.



Mon-Fri 8AM-5PM
www.igeenergy.com

New tenants
b: 11

8/3/01

\$56.77

Help us serve you better. Review your home phone number on the payment stub. If incorrect, please indicate the correct number beside the current number.



| Averages for Billing Period | This Year | Last Year |
|-----------------------------|-----------|-----------|
| Average Temperature | 74° | 77° |
| Number of Days Billed | 30 | 32 |
| Electric/kwh per Day | 49.6 | 0.0 |

| ACCOUNT INFORMATION | |
|---------------------|--------------------|
| Account Number: | 1000-2775-1800-3 1 |
| Account Name: | RANDALL L EDWARDS |
| Service Address: | 910 E CHESTNUT ST |
| Next Read Date: | 08/09/01 |

| BILLING SUMMARY | |
|-----------------------------|----------|
| Previous Balance | 83.15 |
| Payments as of 07/12 | (112.99) |
| Balance as of 07/12 | (29.84) |
| Electric Charges | 86.61 |
| Utility Charges as of 07/12 | 86.61 |
| Total Amount Due | \$56.77 |

| ELECTRIC CHARGES | | | |
|---|---------|---------------------------|-------|
| Rate Type: ELECTRIC RESIDENTIAL | | Meter Reading Information | |
| Customer Charge | 3.29 | Meter # 569835 | 42394 |
| Energy Charge | 87.65 | Actual Reading on 07/11 | 40905 |
| | | Previous Reading on 06/11 | 1489 |
| Other Charges For Above Rates | | Current kwh Usage | 1 |
| Electric Fuel Adjustment (\$0.0175 CR x 1489 kwh) | (2.61) | Meter Multiplier | 1489 |
| Electric Residential DSM (\$0.0001 CR x 1489 kwh) | (0.01) | Metered kwh Usage | |
| Environmental Surcharge (0.450% x \$92.32) | 0.40 | | |
| Merger Surcredit (2.265% CR x \$88.72) | (2.01) | | |
| Earnings Sharing Adjustment (0.116% CR x \$86.71) | (0.10) | | |
| Total Electric Charges | \$86.61 | | |

EXT. OK

Please see reverse side for additional charges.

Please bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

| Account Number | Payment Due Date | Amount Due By Due Date | Amount Due After Due Date | Winter Help Donation | Amount Enclosed |
|--------------------|------------------|------------------------|---------------------------|----------------------|-----------------|
| 1000 2775-1800-3 1 | 8/3/01 | \$56.77 | \$61.10 | \$ | \$ |

Home Phone # (502) 327-8631

☐ Check here if plan(s) requested on back of stub.

OFFICE USE ONLY: 61, E SB
C07, R0025, G993929

EXT. OK



PO BOX 35590
LOUISVILLE, KY 40232-5590

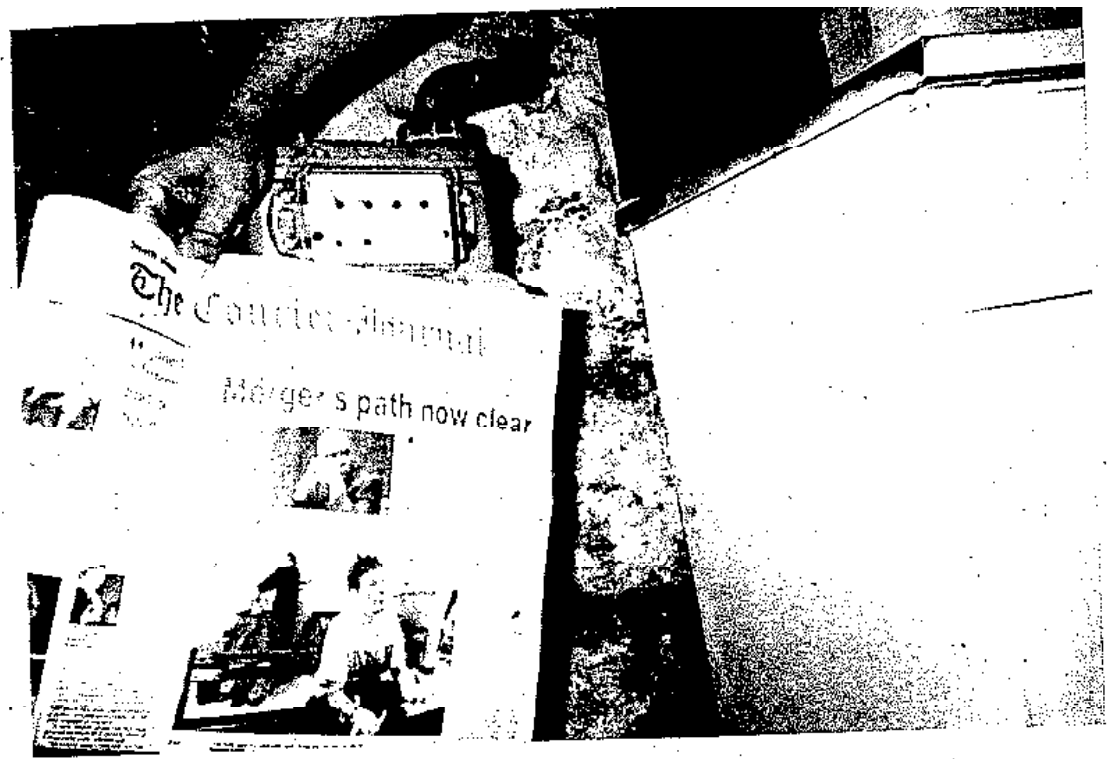
#BWNGGLS
#1000277518003 0 7*

RANDALL L EDWARDS
910 E CHESTNUT ST
LOUISVILLE, KY 40204-1017



Service Address: 910 E CHESTNUT ST

01100027751800310000000061100000000567700000000000017



other accused of drowning children - Nation, A14

Courier-Journal

www.courier-journal.com

THURSDAY, AUGUST 9, 2001 • 50 CENTS

Merger's path now clear

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HALL JR.,
JOURNAL

■ Fiscal Court's approval of districts for the new Greater Louisville council opens the floodgates for hundreds of candidates.

'WE NEED TO PULL TOGETHER'



By RICK McDONOUGH
and SHELDON S. SHAFER
The Courier-Journal

With its unanimous approval of the Greater Louisville district map yesterday, Jefferson Fiscal Court cleared the way for merger to occur on schedule Jan. 8, 2003, officials said.

The 4-0 vote, coming after a monthlong legal battle, officially cemented the new district boundaries, opening the door for metro council candidates to begin campaigning in earnest. Some predict at least 250 will run for the 26 council seats.

Civil-rights groups that say merger will dilute minority representation have threatened another legal challenge, but county officials say it won't make a difference.

"We are moving toward merged government," County Attorney Irv Maze said after yesterday's vote. "There is little likelihood it will be stopped."

Dozens of potential candi-



District maps are on the C-J Web site.